



VETS4WARRIORS

Implementation of a National Peer Support Helpline

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VETS4WARRIORS

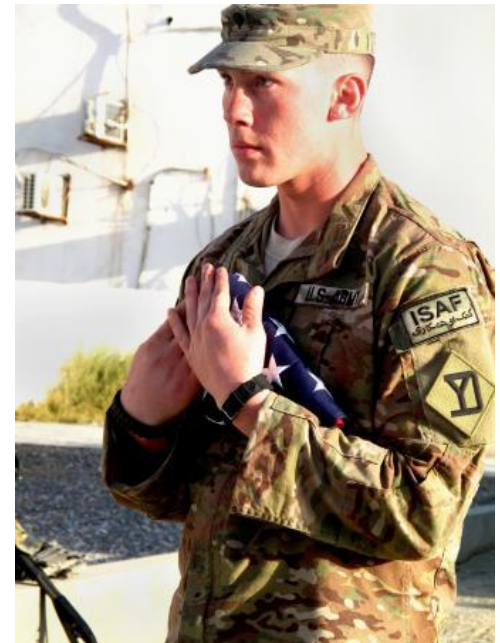
1-855-VET-TALK

1-855-838-8255

Overview

The Vets4Warriors peer support helpline provides easy access to well trained veteran peers who are prepared to offer supportive, non-attributional conversations.

Representing all branches of the military, this team of veteran peers have immediate access to behavioral health clinicians and referrals to local community services, military veteran centers, and military healthcare providers.



Vets4Warriors

Peer counseling is an effective method to acculturate these self-development skills without the potential stigma that some Service Members associate with help-seeking behavior. Vets4Warriors will improve awareness and provide access to relevant local resources, while the utilization data can help share and refine current support programs.





Why Call Us?

We are here to help. Our team of Veteran peers have all served in uniform for the United States Military. We share similar experiences and understand what it means to serve our country in peacetime and in times of increased conflict. The daily stresses of a Service member are unique and we are here to offer an ear to listen and resources in your local community to help alleviate any stressors you may be facing.

We are a confidential peer support service and do not discuss your calls with the military, the VA, or anyone else and, if you choose, you may remain anonymous.

Our deal is to partner with you on your quest and do our best to help you succeed.



Live Chat



Web-Based
Peer Support

Email



Contact us @
vets4warriors.com

Survey



Tell us
what you think

1-855-838-8255

1-855-VET-TALK



INFRASTRUCTURE

**Confidentiality Maintained – Anonymity
Optional/HIPAA Compliant**

**Crisis Calls Co-Managed with Licensed
Clinicians**

MOA with National Veterans Crisis Line

**26 Peer Counselors/6 Clinicians/11 Admin &
Support**

CURRENT DATA*

| | |
|--|--------------|
| Total Number of Incoming Calls | 7,199 |
| Chats | 458 |
| Total Number of Outgoing Calls | 8,645 |
| Total Number of Follow up Calls | 6,687 |
| Website Hits | 3,480 |
| Crisis Intervention | 979 |
| Transfer to NVCL or Emergency Serv. | 24 |
| Emails | 376 |

***As of 13 June 2012**

DEMOGRAPHICS

Calls from All 54 States and Territories Of Those Providing Information (34%):

- 35% More Than 1 Deployment

Branch of Service

- 14% National Guard
- 12% Reserves
- 74% Active Duty (39% Active Army)

DEMOGRAPHICS (cont'd)

Conflicts:

| | |
|------------------------|-----|
| OEF/OIF/OND | 46% |
| Operation Desert Storm | 10% |
| Vietnam | 17% |
| No Combat | 19% |

Rank:

| | |
|---------------|-----|
| E-5 and below | 85% |
|---------------|-----|

CASE MIX

Out of 9,992 Client Contacts:

- 61% Routine
- 38% At Risk
- 1% Emergent

TOP REASONS FOR CALLS

- 1. Peer Support**
- 2. Behavioral Health Issues**
- 3. General Information**
- 4. PTSD**
- 5. Relationship Issues**

TOP PRESENTING ISSUES

- 1. Depression**
- 2. Anxiety**
- 3. PTSD**
- 4. Sleeplessness**
- 5. Medical Issues**
- 6. Family Issues**

REFERRALS

- 1. VA Benefits and Entitlements**
- 2. Legal Assistance**
- 3. Behavioral Health**
- 4. Substance Abuse**
- 5. Healthcare Resources**
- 6. Financial Assistance**

SATISFACTION SURVEYS

209 Respondents

98% of responses were positive

Some Comments:

- “Thanks to V4W, we are family, civilians don’t understand. Thanks.”
- “I appreciate you being there, they gave much needed support couldn’t get anywhere else . Was treated with dignity and pride...”

CASE STUDIES

AZARNG chat from Afghanistan about financial & relationship stresses (referred by his 1st SGT). Referred to AZ financial counseling, pro bono legal, VA benefits and GI Bill benefits. Re-contact on re-deployment.

OHARNG member called with active suicide ideation with a weapon, substance abuse. Police contacted; evaluated in ED and caller refused admission. Agreed to go to the VA for follow up treatment. Caller willing to accept follow up calls.



QUESTIONS?

